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VA's National Cemetery Administration leads all public and private organizations in 2022 customer satisfaction ratings

Based on surveys with Veterans and their families, NCA receives highest score ever in [American Customer Satisfaction Index](#)

WASHINGTON — VA's [National Cemetery Administration](#) (NCA) — which provides Veterans and their families with burial benefits and memorial services — led all organizations, public or private, in the prestigious [American Customer Satisfaction Index](#) (ACSI) for 2022. NCA received a score of 97, the highest score ever achieved by any organization rated by the ACSI. This is the seventh consecutive time NCA has ranked first overall in customer satisfaction.

The ACSI ratings are “the only national cross-industry measure of customer satisfaction available in the United States.” NCA's score for 2022 is based on ACSI's surveys of Veterans and their families.

NCA provides burial and memorial benefits to eligible Veterans, their spouses, and their dependents — at no cost to the family. This includes a gravesite in any of [VA's national cemeteries](#) with available space, opening and closing of the grave, perpetual care, a [government headstone, marker or medallion](#), a [burial flag](#) and a [Presidential Memorial Certificate](#). Some Veterans may also be eligible for [burial allowances](#).

“These ratings show that Veterans and their families trust VA to provide the lasting resting places they deserve,” said **Under Secretary for Memorial Affairs Matt Quinn**. “Veterans and their families, not us, are the ultimate judges of our success — and we will always be here for them in the times when they need us most.”

In 2022, NCA laid 145,737 Veterans and family members to rest. NCA is now providing 94% of Veterans with burial sites within 75 miles of their homes. Additionally, NCA manages the [Veterans Legacy Memorial](#), the nation's first digital platform dedicated to the memory of more than 4.5 million Veterans interred in VA's national cemeteries and VA-funded state, territorial, and Tribal Veterans cemeteries. VLM allows family, friends and others to [preserve their Veteran's legacy](#) by posting tributes, uploading images and sharing their Veteran's achievements, biographical information, and historical documents.

The ACSI ratings began in 1994, and measure more than 400 companies in 47 industries and 10 economic sectors, including various services of federal and local government agencies. ACSI is an index score not a percentage. The objective of the survey is to measure customer satisfaction with a score of 0-100. The [federal government average](#) ACSI score was 66.3.

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